



January 12, 2023

Attn: Collision Repair Program Participants

**RE: Upcoming Artificial Intelligence (AI) Solution Procurement**

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Hello collision repair partners,

ICBC is a forward thinking public auto insurer that we own collectively with all British Columbians.

To ensure we are upholding our values and providing you with the knowledge to understand our Material Damage business, we want to update you on how the auto insurance and collision repair industries are evolving and how we are adapting the work we do.

On Monday, January 16, we will be posting a Negotiated Request for Proposal (NRFP) for Claims Material Damage Analysis Solution on [BC Bid](#). The procurement will outline our requirements for a vendor to provide an Artificial Intelligence (AI) Solution that will help create efficiencies related to vehicle damage estimate reviews for the large volume of claims handled at your collision repair facilities.

As you may recall, we posted a similar procurement last February but did not proceed as we needed to review our understanding of the proposed solutions and their interaction with our existing systems. We are now moving forward with a procurement that focuses on the use of an AI Solution for reviewing claims estimates. This solution will supplement our current claims governance model and claims estimating software.

While we are only at the beginning stages of this work, we anticipate many benefits for our valued collision repair industry partners. AI will be used throughout the estimating process to:

- improve the speed of reviews
- ensure consistency, accuracy and reduced human subjectivity across all estimates
- reduce the administrative workload for our industry partners

We value you, our business partners, and your commitment to providing our mutual customers with safe, quality services. We will continue to provide updates as they become available.

If you have any questions, we're here to help. Please reach out to your [Account Service Representative](#).

Sincerely,

Alden Li, Director  
Claims Customer and Material Damage Strategy

Deanna Richardson, Director  
Claims Operations

